

## BOB ICB Board Meeting in Public

Responses to the public questions submitted to the 17 September 2024 Board meeting:

<p><b>No. 1</b> (Not related to agenda.)</p>	<p>Regarding a strategic approach to service user involvement in the absence of a “Policy for Public Involvement and Engagement” to support accountability, with interest in the avoidance of duplication, as depicted in diagram of “Web Pages within BOB for Involvement” (see [linked] below). Is there any merit to moving “Patient Voice and Experience” from under the Chief Nursing Officer to being under the Chief People Officer, alongside “Communications and Engagement”?</p> <p><u>NOTE: The following strategies were referred to:</u></p> <ol style="list-style-type: none"> <li>1. BOB Integrated Care Board Communications and Engagement Strategy (July 2023)                Sec. 13. Refers to activity and work being “under common direction”.</li> <li>2. Oxford Health NHS Foundation Trust - Experience and Involvement Strategy for Patients and Service Users - 2023 – 2025                Experience and Involvement Strategy Driver diagram 2023 – 2025                2.1 Develop staff and patient confidence, understanding and capability in co-production through running Co-production training for both patients where possible and staff within all services.                3.1 Enhance resources and support available to develop experts by experience with each service.</li> </ol> <p><a href="#">Question Annex linked here.</a></p> <p><i>Questions submitted by Lionel Barnard, Expert by Experience / Service User MH</i></p>
<p><b>Response</b></p>	<p>The communication and engagement function has for the past year sat within the Strategy and Partnerships directorate.</p> <p>As part of the ICBs Change Programme (internal restructure), we have been working through the ICB functions systematically, considering how the different functions and teams needed to relate to other internal teams, with system partners and the public.</p> <p>Going forwards, a strengthened public involvement and community insights team will sit within the Strategy, Digital and Transformation directorate to ensure that public involvement, communications and engagement activities are embedded in commissioning and planning of services.</p> <p>This team will work closely with the patient experience oversight that is within the nursing directorate to develop a process for triangulating patient experience data, community insights, and feedback. This will help turn insights into action and ensure our work is guided by what we are hearing from our communities.</p>